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**From:** Donna Cote [dcote@fcrhra.org]  
**Sent:** Thursday, February 19, 2009 3:58 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** Verizon Telephone Comments to DTC

**Follow Up Flag:** Follow up  
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Dear Secretary Catrice C. Williams:

I am responding to your request for comments by February 23, 2009 about Verizon Telephone Lines.

I am writing to log a complaint about my verizon telephone service (413) 863-9001. I live at 15 Bulkley Street, Turners Falls, MA 01376 and I too have lost telephone service which Verizon Technicians did come out and fix; however, it was temporary.....the trouble on the line is back with fuzzy scratchy clicking and also humming noises so that when I am trying to use my landline and have a conversation on the telephone I must hang up because we can not hear. This happens everyday.

I support DTC efforts to investigate these consistant problems with Verizon Telephone Lines.

Sincerely,

Donna M Cote  
15 Bulkley Street  
Turners Falls, MA 01376  
(413) 863-9001 (home)

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